

# Understanding your account



## How to read your Fixed Charges Account

1 - **Account Type** is located at the top of your tax invoice.

2 - **Consolidated Account Number** appears under our address at the top right of the Tax Invoice. Please have this handy when making an enquiry.

3 - **Overdue** amount is payable immediately.

4 - **Customer Details** are located at the top left of the Tax Invoice. If these are not correct, please notify us via 1800 013 357, [reception@gmwater.com.au](mailto:reception@gmwater.com.au) or our online Update Your Details form.

5 - **Payment Options** are shown below the Consolidated Account Number and Amount Due Now. Payment options include:

- Option 1: Early payment with 2% discount\*
- Option 2: In full with no discount
- Option 3: Eight instalments - with the first payment due by 16 September to be eligible to pay by instalments
- Monthly direct debit - ask us how to sign up for this

\* Please note any overdue amounts must be paid immediately to be eligible for the discount. If these payment options are not suitable, please contact us and we can discuss other flexible payment options.

6 - **Overdue and Interest** amounts are at the top of the Summary of Charges section.

Please note interest may be charged on amounts not paid by the due date. If you have a payment plan in place, interest will not be payable on overdue account balances. Overdue amounts are not eligible for the 2% discount.

7 - **Summary of Account** is below the Overdue and Interest amounts in the Summary of Charges section. These are the accounts that are consolidated under this Consolidated Account Number. For more details regarding these accounts refer to the second page of the account.

8 - **Payment Methods** are shown at the bottom of your invoice. More methods can be found on the back of your invoice.

**Goulburn-Murray WATER**  
1 **Fixed Charges 2023/24 Tax Invoice**  
Date of Issue 23/07/23

PO Box 165  
Tatura Victoria 3616  
Enquiries: 1800 013 257  
[reception@gmwater.com.au](mailto:reception@gmwater.com.au)  
ABN 4676 1336 846

4 Jill and John Smith  
123 Main Rd  
TATURA VIC 3616

2 Consolidated Account Number 0000000  
3 Overdue \$9.25

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Instalment 1	Instalment 2	Instalment 3	Instalment 4	Instalment 5	Instalment 6	Instalment 7	Instalment 8
16-Sep-2022	16-Oct-2022	16-Nov-2022	16-Dec-2022	16-Jan-2023	16-Feb-2023	16-Mar-2023	16-Apr-2023
\$2,867.23	\$2,861.00	\$2,861.00	\$2,861.00	\$2,861.00	\$2,861.00	\$2,861.00	\$2,861.00

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Summary of Charges	
Overdue Charges as at 01/07/2023	
Overdue	\$9.25
Interest	\$0.00
<b>Total</b>	<b>\$9.25</b>

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Summary of Account at 01/07/2023	
Account Number - 000000 Irrigation	\$824.09
Account Number - 000000 Customer - Consolidated Billing	\$130.00
Account Number - 000000 Groundwater	\$182.62
Account Number - 000000 Irrigation	\$21,586.48
Account Number - 000000 Water Share	\$171.04
<b>Total</b>	<b>\$22,894.23</b>

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Payments and Adjustments

Payments and Adjustments	\$0.00
<b>Concessions</b>	<b>\$0.00</b>
	\$0.00
<b>Total</b>	<b>\$2,903.48</b>

For more payment options please turn over. If you are having difficulties paying please contact Goulburn-Murray Water immediately.

Account No: 0000000  
Issue Date: 23/07/2023  
Total: \$22,903.48

8 **B PAY** Biller Code: 0000 Ref: 0000000  
Post It!pay  
BPPV View - View and pay this account using internet banking  
BPPV View Registration No. - Enter the BPPV Reference No. \*3212 082992960

# Understanding your account



## Important information for all customers

### Early Payment Discount

For accounts paid on, or prior to the early payment date a 2% discount will be applied.

### Flexible Payment Arrangements

If you would like more information about our flexible payment plans, please call our GMW Contact Centre on 1800 013 357.

### Concessions

There is a Victorian Government concession of 50 per cent available on Fixed Charge Accounts, with a maximum cap for 2023/24 set at \$177.05 for eligible concession card holders upon application.

To be eligible, you must hold a Pensioner Concession Card (Centrelink or Veterans' Affairs), a Health Care Card (Centrelink) or a Gold Card (Veterans' Affairs).

You can only claim a concession on your principal place of residence.

### Instalments

Customers can elect to pay their fixed charges account by instalments. Instalments are spread over eight consecutive months. Payments are due on the 16th of each month. Instalments for 2023/24 fixed accounts start on 16 September 2023 with the final payment due 16 April 2024.

Reminder notices will only be sent via SMS. Please ensure your contact details are up to date. (Note any overdue amounts are payable immediately.)

### MyGMW

MyGMW is an easy online tool, available 24 hours a day, seven days a week, which will allow you to manage your GMW account.

Go to our 'Manage My Account' page and click the MyGMW link or phone [1300 558 729](tel:1300558729) and follow the prompts.

### Direct Debit

If you wish to pay by direct debit, head to our website and follow the links through the MyGMW link. We require you to fill out the Direct Debit Request Application Form.

If you have trouble completing this form, please give our Contact Centre a ring on [1800 013 357](tel:1800013357).

### BPAY View

Receive notices electronically via BPAY View rather than via the mail. Not only does this allow you to receive your notice quicker once you have signed up you can also view previous notices sent. You can register for BPAY View via your online banking.

### EzyBILL

Receive your notices electronically via EzyBILL rather than via the mail. Not only does this allow you to receive your notice quicker once you have signed up you can also view previous notices sent.

To sign up for EzyBILL go to <https://g-mwater.ezybill.com.au/>  
Create your EzyBILL account and register your property